

Introduction

Below is a summary of all steps that must happen, in the following sequence, in order for Special Orders (SOs) to be created, approved and fulfilled for licensees.

- Licensee must authorize SO vendor for placement of SOs on behalf of the licensee account.
- Vendor logs in to the Licensee Online Order Portal (LOOP) and creates an SO for licensee review/approval. Review the <u>Supplier - Special Order Entry in LOOP QRG</u> for guidance on this process.
- Licensee approves SO, which passes the order from LOOP to the new Oracle Supplier Portal.
- 4. Supplier uses the Manage Orders dashboard to action the orders in the Oracle Supplier Portal. Supplier reviews each SO to confirm that it can be shipped in full.
 - From there, the supplier EITHER cancels the licensee SO if it cannot be fulfilled or proceeds as follows to fulfill in full.
- 5. A promise date is automatically established from the LOOP order as the request date plus 11-17 days, depending on the day of the week the order is created by the supplier. Optionally, the supplier may revise or update the promise date for a SO in the new Oracle Supplier Portal.
- 6. Supplier must print a label for each licensee SO in the new Oracle Supplier Portal.
- 7. Supplier must create an ASN for each licensee SO in the new Oracle Supplier Portal.
- 8. Supplier must create an invoice for each licensee SO in new Supplier Portal.

The supplier uses Oracle Supplier Portal to search for SO Orders to fill The supplier reviews each order in the Supplier Portal to fulfill or cancel if cannot fill.

The supplier creates shipping labels in the Supplier Portal

The supplier creates an ASN in the Supplier Portal and ships the order

The supplier creates an invoice and uploads documentation in the Supplier Portal

Notes:

- Once the supplier creates an advance shipment notice (ASN) for an order, payment will be collected by the Pennsylvania Liquor Control Board (PLCB) from the licensee, inclusive of any supplier-imposed delivery fee.
- For direct delivery fulfillment, the supplier will have to upload proof of delivery in the Oracle Supplier Portal as an attachment to the invoice entered.





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Glossary

Acronym	Meaning
ASN	Advance Shipment Notice
BU	Business Unit
CFIN	Oracle Cloud Financials
FW&GS	Fine Wine & Good Spirits
LOOP	Licensee Online Order Portal
LSC	Licensee Service Center
PLCB	Pennsylvania Liquor Control Board
PO	Purchase Order
POD	Proof of Delivery
SO	Special Order
UOM	Unit of Measure

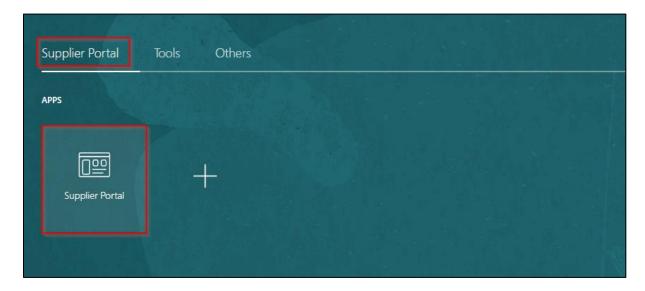




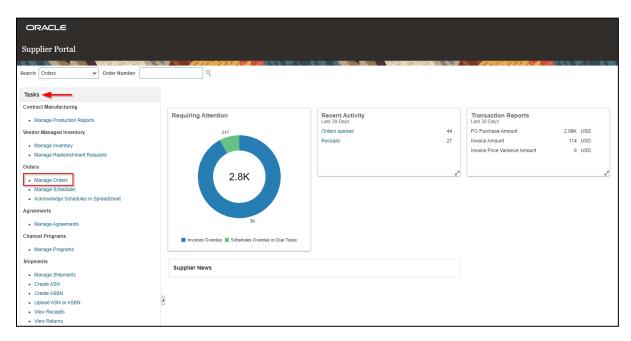
Select Licensee Special Order to View or Fulfill

Link to eLearning Video: Supplier - Search for FW&GS Store or LSC Pickup Special Order

- 1. Navigate to the Welcome Springboard.
- 2. Click the Supplier Portal Tab, then click the Supplier Portal Tile.



3. Click Manage Orders from the <u>Tasks List</u>.

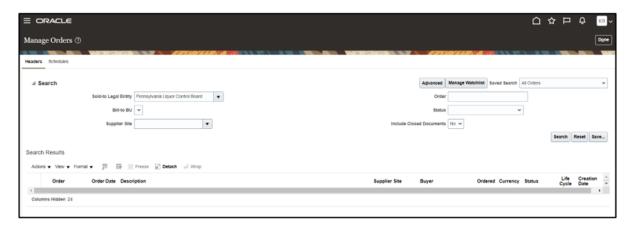






4. Click **Search** to see a list of the latest Orders or enter the [PO number] in the <u>Order</u> field and click **Search** to view a specific order.

Field Name	Field Type	Input	Instructions
Sold-to Legal Entity	Dropdown	Text	The default value is "Pennsylvania Liquor Control Board" (optional).
Bill-to BU	Dropdown	Text	Bill-to Business Unit (BU). The only available value is "Enterprise BU" (optional.)
Supplier Site	Dropdown	Text	Select [supplier site] from the dropdown menu (optional).
Order	User	Number	Enter the [PO number] (optional).
Status	Dropdown	Text	Choose [status] from the dropdown menu (optional).
Include Closed Documents	Dropdown	Text	The default value is "No" and will return only OPEN orders. Set to "Yes" to view ALL orders including those fully processed and CLOSED (optional).

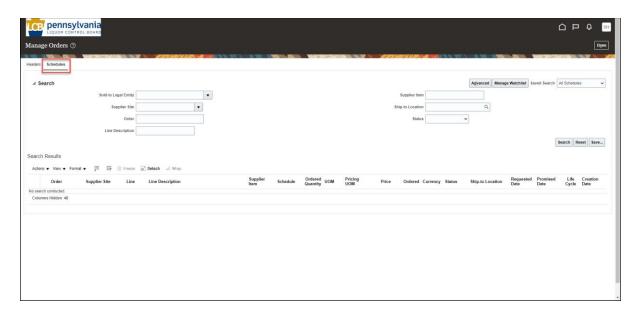


Note: The list of orders displayed when hitting the Search key without entering an Order will include both Special Orders and Stock Orders that need to be filled listed by newest to oldest Order Date.

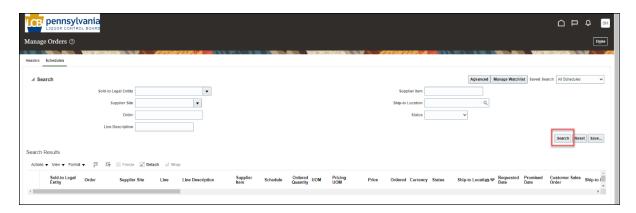




5. In order to understand which orders are Special Orders perform the following steps. Click **Schedules**.

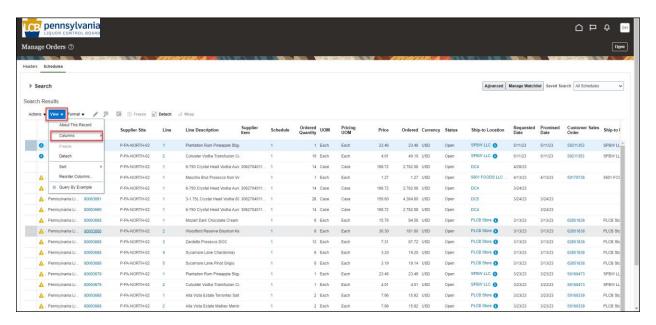


6. Click Search.

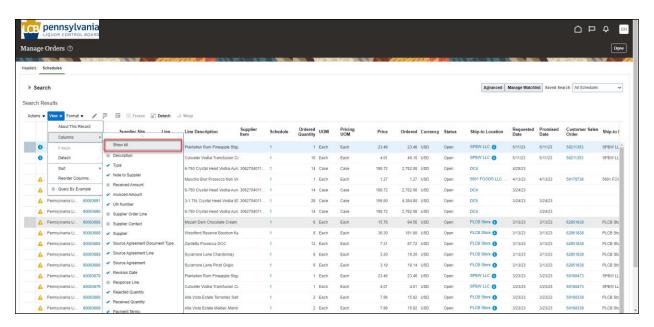




7. Click View, then click Columns.



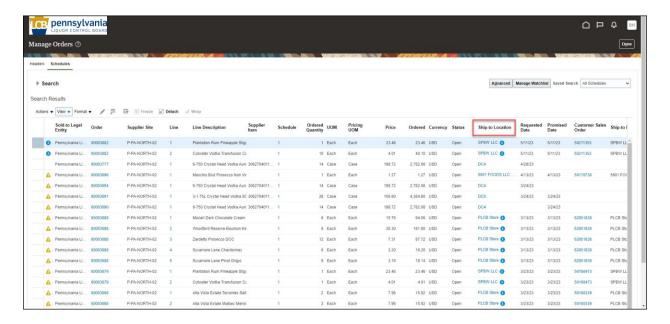
8. Click Show All.







The Ship-to-Location is added to the Search Results columns. Scrolling to the right will also show more columns that were added.



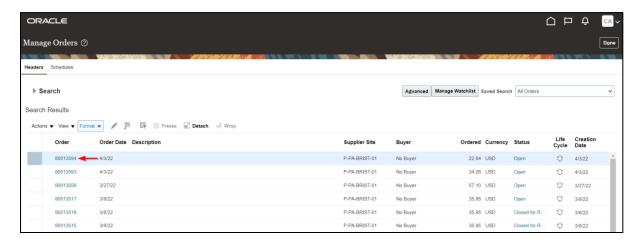
Note: Special Orders can be identified by looking for the following information:

- Ship-to is a PLCB Store, Licensee Service Center (LSC) or a customer address
- Document Type is Non-Bailment
- Blue information icon with message "scheduled goods shipped to a third party"





9. Click the hyperlink for the Order number to be reviewed under the Order Column.



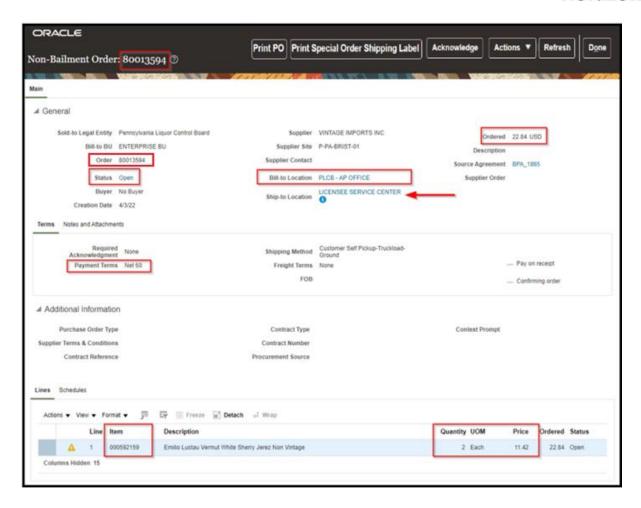
10. Review Order details.

Field Name	Field Type	Input	Instructions
Order	Number	Auto	Displays order number.
Status	Text	Auto	Displays current status.
Bill-to	Text	Auto	Displays bill-to location.
Location			
Ship-to	Text	Auto	Displays PLCB Store, LSC or address for direct delivery.
Location			If Ship-to Location is a DC, this is not a Special Order.
Ordered	Number	Auto	Displays total ordered dollars.
Payment	Text	Auto	Displays payment terms assigned to PO. Inherited directly
Terms			from Oracle Cloud Financials (CFIN).
Item	Number	Auto	Displays line items ordered.
Quantity	Number	Auto	Displays line quantity ordered.
UOM	Text	Auto	Displays line item unit of measure.
Price	Number	Auto	Displays line item unit price.









11. Click **Done** if just viewing the order. Partial order fulfillment is not allowed for licensee Special Orders (SOs). Suppliers must cancel the order (drop ship PO) if they cannot fulfill the order in full. Based on the review of the order, continue on to the next section to fulfill the Special Order or go to <u>Cancel Order</u> if you cannot fill the order in full.





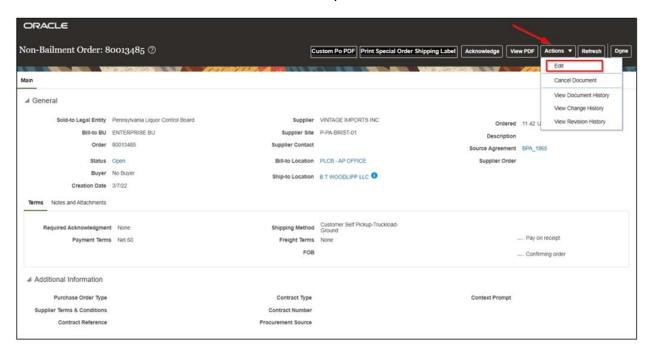


Update Promised Delivery Date

A promise date is automatically established from the LOOP order as the request date plus 11-17 days, depending on the day of the week the order is created by the supplier. Optionally, the supplier may revise or update the promise date for a SO in the new Oracle Supplier Portal. The promise date can be set up as any future date. Changes to the promise date are reviewed and approved by the SO Team.

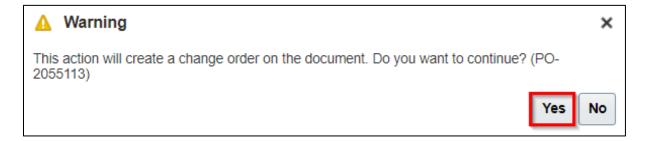
Link to eLearning Video: Supplier - Update the Promised Delivery Date on a Licensee Special Order

1. From the selected order, click the **Actions** dropdown, then select **Edit**.



A small pop-up window will appear.

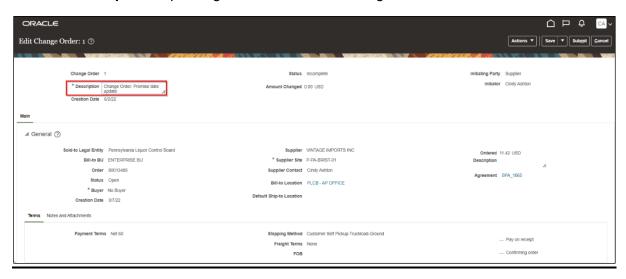
2. Click Yes.



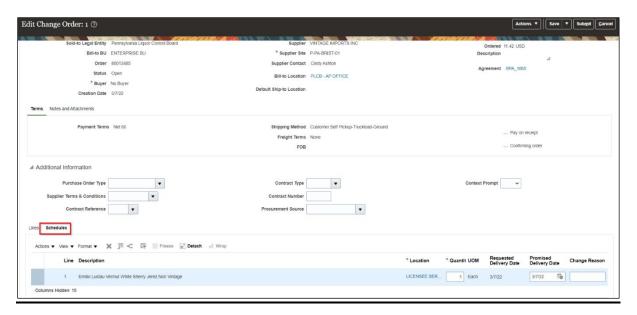




3. Enter **Description** explaining the reason for the change in Promise Date.



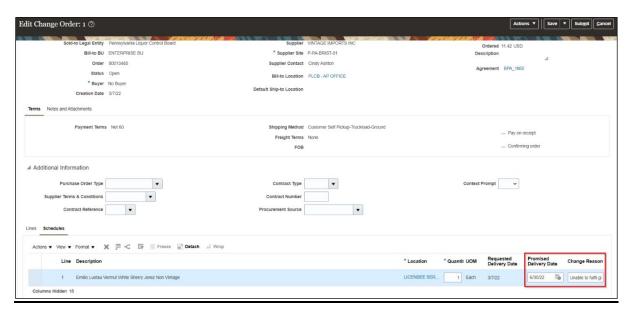
4. Click Schedules Tab.



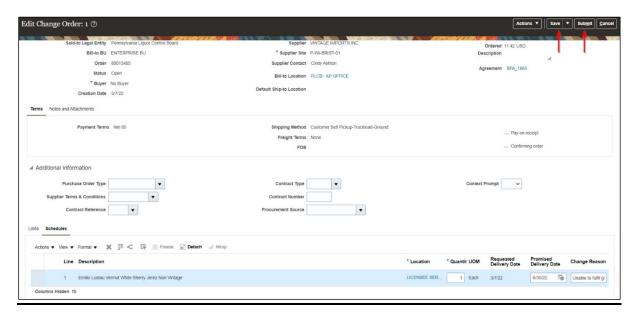




5. Update the [Promised Delivery Date] to the date you anticipate delivery to be made.



6. Click Save, then click Submit.

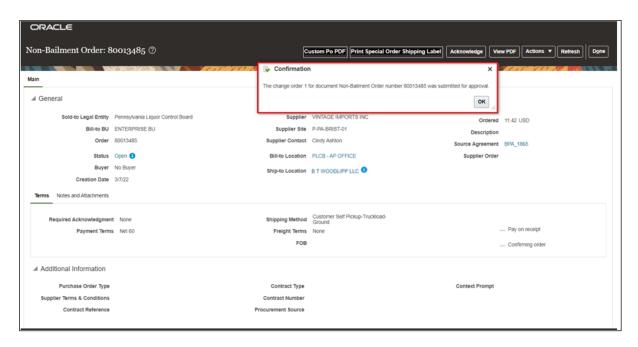


A Confirmation message box will appear.

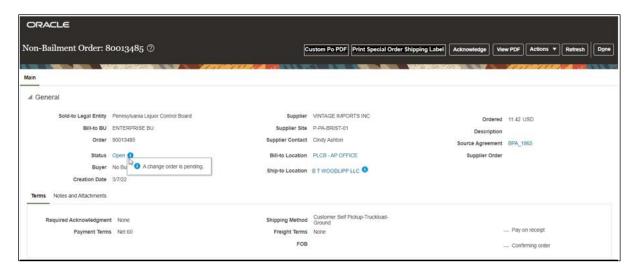




7. Click OK.



Note: The change order will be submitted for approval by the SO Team. The order status will be *Open* with an information icon stating, "A change order is pending." Supplier must await SO Team approval of the updated promise date before proceeding to creation of a shipping label.







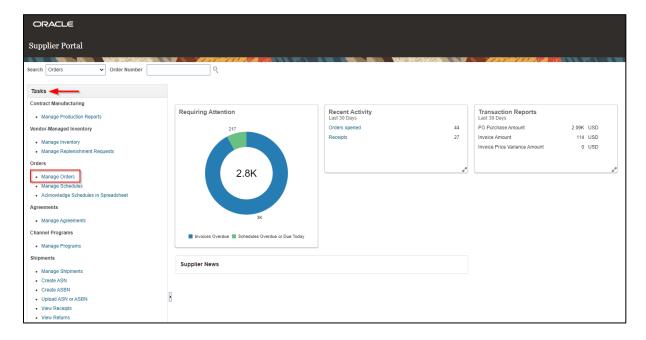
Print Shipping Label

Link to Learning video: Supplier - Print Licensee Special Order Shipping Label

- 1. Navigate to the Welcome Springboard.
- 2. Click the Supplier Portal Tab, then click the Supplier Portal Tile.



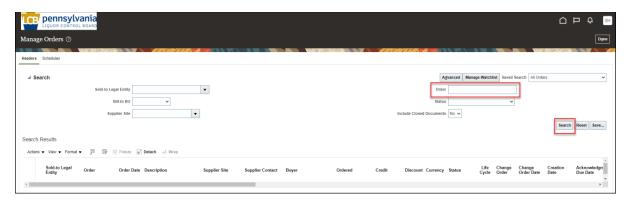
3. Click Manage Orders from the Tasks List.



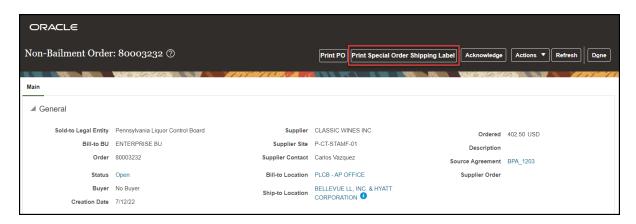




3. Enter [PO Number] in the Order field, then click Search.

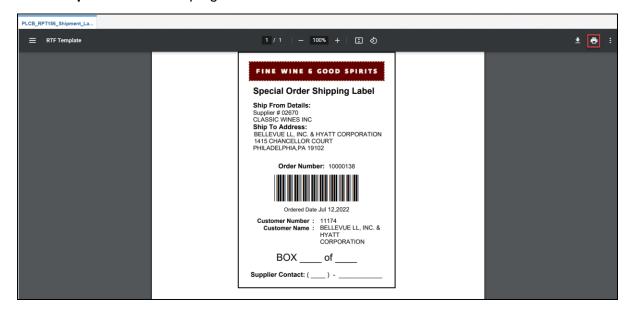


4. From the selected order, click **Print Special Order Shipping Label** to print shipping label.



Another Window Opens.

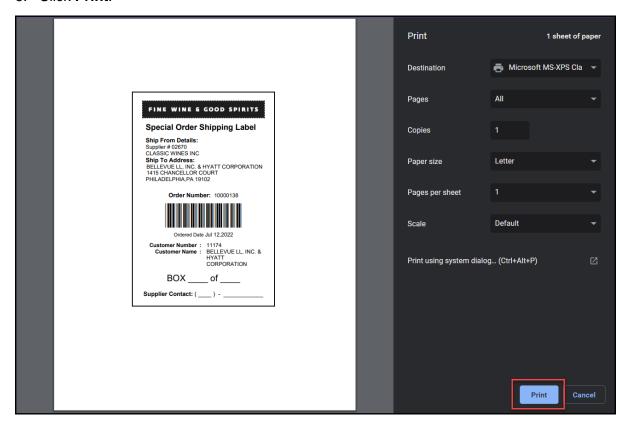
5. Click **printer icon** in top right corner.



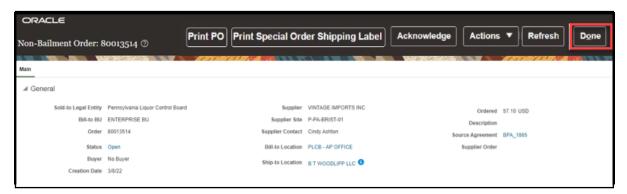




6. Click Print.



7. Click **Done** or pursue following steps to continue fulfilling the order.



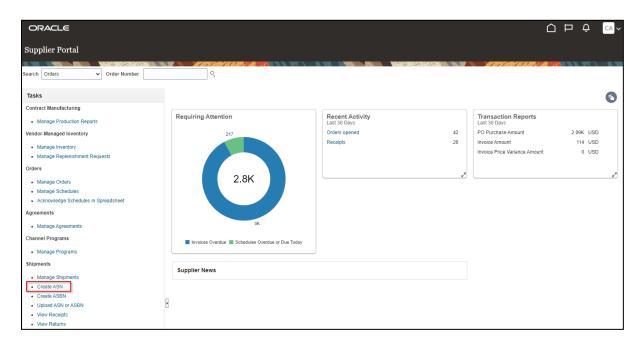




Create ASN

Link to Learning video: Supplier - Create ASN for Licensee Special Order

1. Return to the Supplier Portal Landing Page and click Create ASN from the Tasks List.

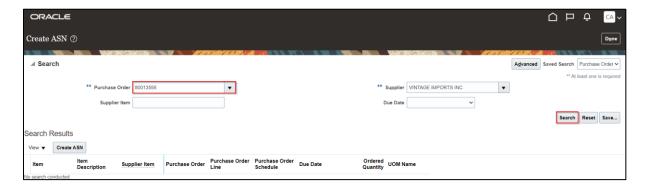






2. Enter Purchase Order (PO) number under Create ASN section and click Search.

Field Name	Field Type	Input	Instructions
Purchase	Number	Dropdown	Enter [PO number].
Order**			
Supplier	Text	User	(Optional.)
Item			
Supplier**	Text	Dropdown	Choose a [supplier] from the dropdown.
Due Date	Date	User	Choose a [date] that POs are due.



Note: Fields marked with double asterisks (**) mean that at least one of those fields must be entered for searching.

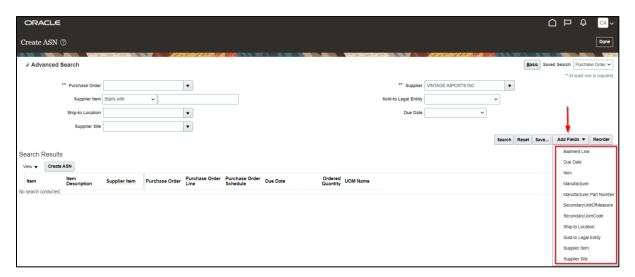
3. Alternatively, click **Advanced** to use additional search parameters.



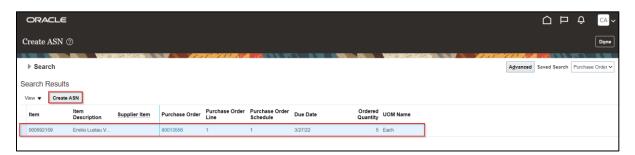




4. Click **Add Fields** to include more search parameters and click **Search**.



5. Select Purchase Order and Purchase Order Line. Click Create ASN.



Notes: Special Orders must be shipped in full. When creating the ASN select all PO lines by using Ctrl+ Select lines or use the top left blank cell to select all lines together.

As a best practice, always review the PO details before creating an ASN.



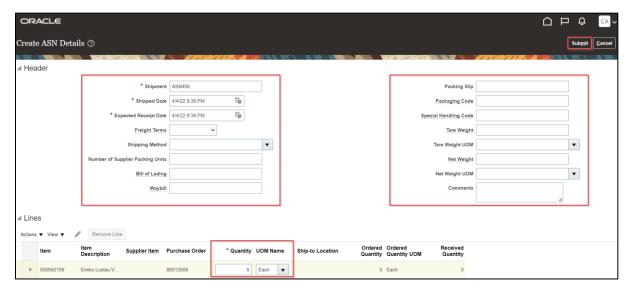


6. Enter the following information under the section Create ASN Details. Click Submit.

Field Name	Field Type	Input	Instructions
Shipment*	Text	User	Enter a unique shipment number (established by the
			supplier).
Shipped Date*	Date	User	Enter [shipped date] upon shipment of the order. The
			shipped date must not be later than the current date.
Expected Receipt	Date	User	Enter the [date the shipment is expected to be received]
Date*			at the delivery destination. This value must be the same
			as Shipped Date or later.
Freight Term	Dropdown	User	Disregard, not used for Special Orders.
Shipping Method	Dropdown	User	Disregard, not used for Special Orders.
Number of Supplier	Number	User	Disregard, not used for Special Orders.
Packing Units			
Bill of Lading	Text	User	Disregard, not used for Special Orders.
Waybill	Text	User	Disregard, not used for Special Orders.
Packing Slip	Text	User	Disregard, not used for Special Orders.
Packing Code	Text	User	Disregard, not used for Special Orders.
Special Handling	Text	User	Disregard, not used for Special Orders.
Code			
Tare Weight	Number	User	Disregard, not used for Special Orders.
Tare Weight UOM	Dropdown	User	Disregard, not used for Special Orders.
Net Weight	Number	User	Disregard, not used for Special Orders.
Net Weight UOM	Dropdown	User	Disregard, not used for Special Orders.
Comments	Text	User	Disregard, not used for Special Orders.
Quantity*	Number	User	Enter shipped quantity value (must match the ordered
			quantity, partial shipments are NOT allowed).
UOM Name	Dropdown	Auto	Defaults to the Ordered UOM.

Note: Fields marked with a single asterisk (*) are mandatory fields, therefore must be entered.

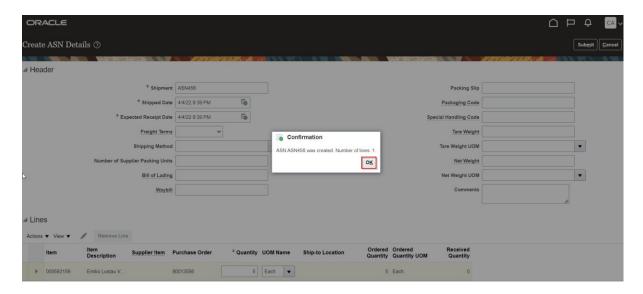
Oracle will not allow you to enter the same shipment number more than once. If the supplier enters a duplicate, an error will be displayed after clicking the submit button.





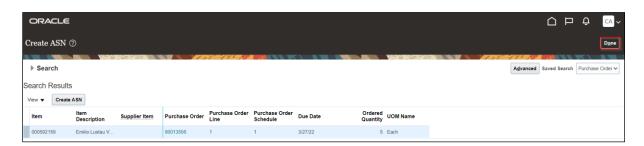


7. Click OK.



Note: You cannot edit an ASN once submitted.

8. Click Done.







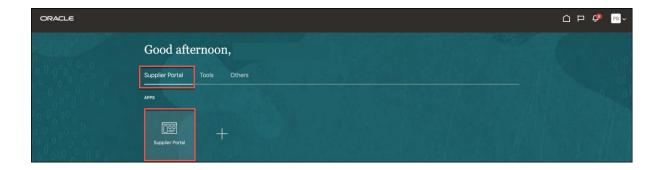
Create Invoice in Supplier Portal

Link to eLearning Video: Supplier - Create an Invoice in Oracle Supplier Portal

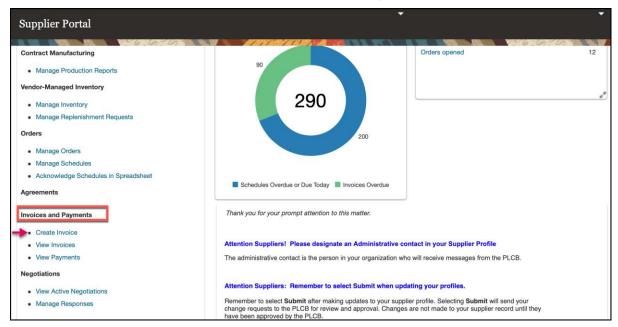
After creating an ASN and shipping an SO, the supplier may create an invoice for the shipped SO. The invoice entered must include both merchandise and non-merchandise costs. For direct delivery orders, proof of delivery must be attached to the invoice.

Note: All invoices for licensee SOs must be created within the Supplier Portal according to the following steps.

- 1. Log in to the Oracle Supplier Portal.
- 2. Click Supplier Portal Tab, then click the Supplier Portal Tile.



3. Click the Create Invoice Link under Invoices and Payments.



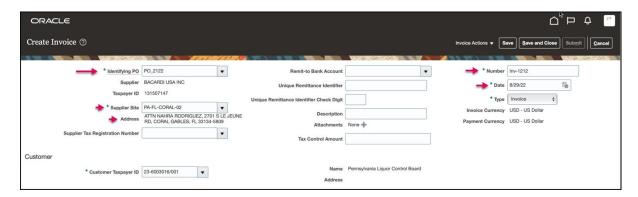




4. Enter the following fields:

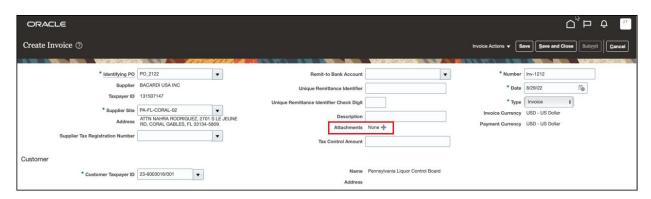
Field Name	Field Type	Input	Instructions
Identifying PO*	Dropdown	User	Select the [PO] against which invoice is to be created.
Supplier Site*	Number	Auto	Defaults from entered PO.
Address	Text	Auto	Defaults from entered PO.
Invoice Number*	Number	User	Enter [unique invoice identifier]. Invoice Number is a free text field, but needs to be unique for the supplier.
Date*	Date	User	Select the current date.
Type*	Dropdown	Auto	Auto-populates to "Invoice" when page opens.

Note: Fields marked with an asterisk are mandatory, therefore a value must be present. In many cases a default value may be populated based on another field.



Note: The primary payment site will automatically populate. If there is no primary payment site and there is more than one payment site, select the payment site accordingly.

5. Click Attachments + to add proof of delivery for direct-delivered licensee Special Orders.

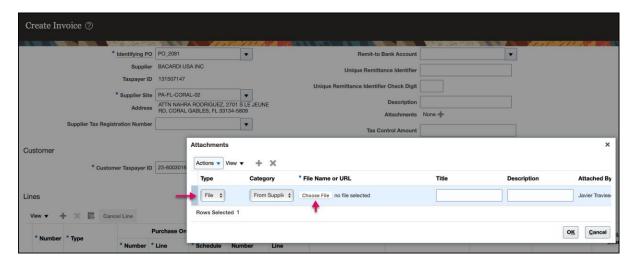


Attachment window will appear.



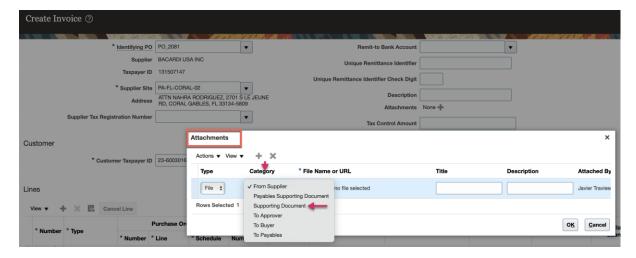






Notes: Proof of delivery for direct-delivered SOs must be attached using the "Supporting Document" category (see following below). These must be in PDF format.

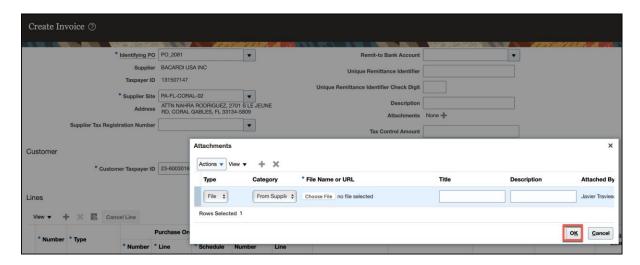
6. Select "Supporting Document" from **Category** dropdown list, then **Choose File** button and select the file you want to attach.



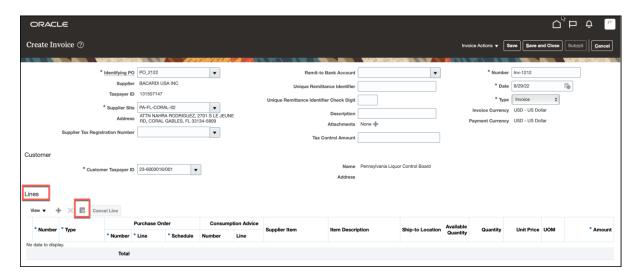




7. Click **OK** to attach the document.



8. Go to the <u>Lines Section</u>, then click the **Select and Add Button** to match to the PO lines. Select all lines.

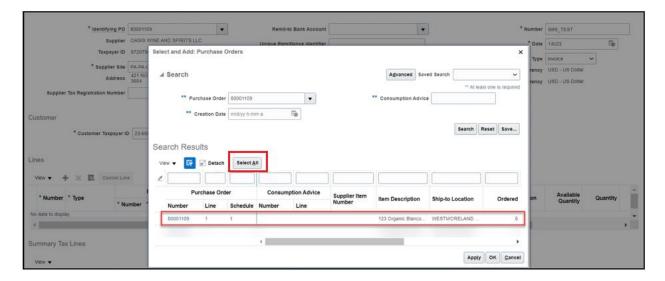


A Search and Add Purchase Orders Window will appear.

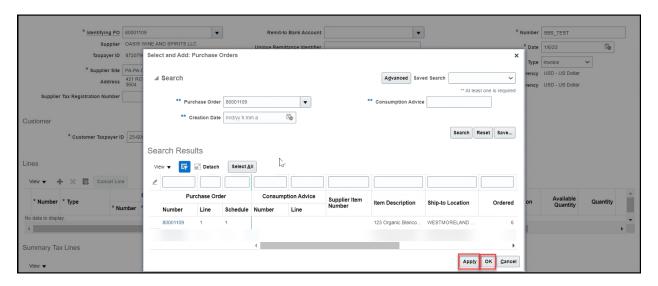




9. Select all **Line(s)** to be invoiced. Because Special Orders do not allow partial shipments, use the **Select All** button to select all lines from the PO.



10. Click Apply, then click OK.



Line(s) added to the Invoice.

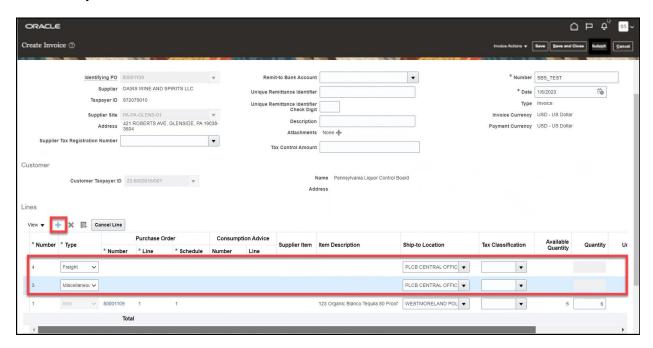




11. Because SO Freight and any supplier-imposed delivery fees are considered non-merchandise fees in Oracle systems, no values for such fees populate from the POs into the line-by-line invoice creation tool. When entering SO Freight, enter a single line, inclusive of total freight for all units in the order, NOT per-bottle freight amounts. SO Freight and delivery fee lines MUST match the equivalent lines available within the order, otherwise payment will be delayed.

The supplier is responsible for calculating the order level SO Freight and SO Delivery Fee amounts. Delivery Fees should be the same as the amount entered in LOOP when you enter the Special Order on behalf of the Licensee. Both Delivery Fees and Base Freight are tied to UDA values entered at the item level in the Supplier Portal.

12. Click the "+" Icon to add invoice lines for SO Freight and SO Delivery Fee (as applicable). Select "Freight" from **Type** dropdown for SO Base Freight, or select "Miscellaneous" for SO Delivery fees.



Note: SO Orders that were shipped to a PLCB store or LSC will have only SO Base Freight (Freight Type) associated with the order. SO Orders delivered directly to the customer will have both SO Base Freight (Freight Type) and SO Delivery Fees (Miscellaneous Type) associated with the order.



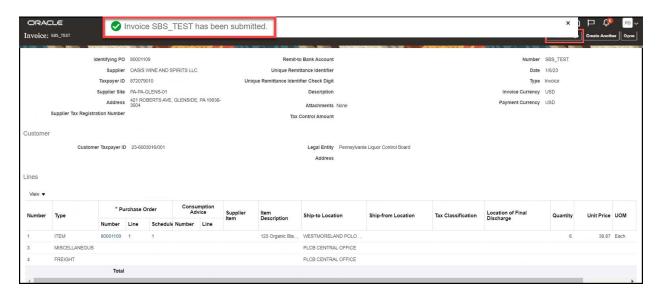


13. Click Submit.



Note: Supplier must click "Submit" to finalize the invoice. If saved but not submitted, the invoice will remain in incomplete status and will not be processed for payment.

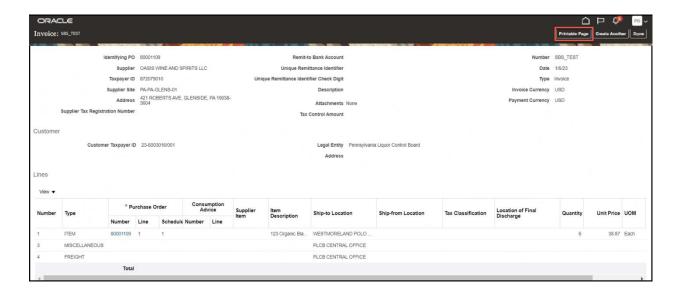
A Confirmation message will appear.



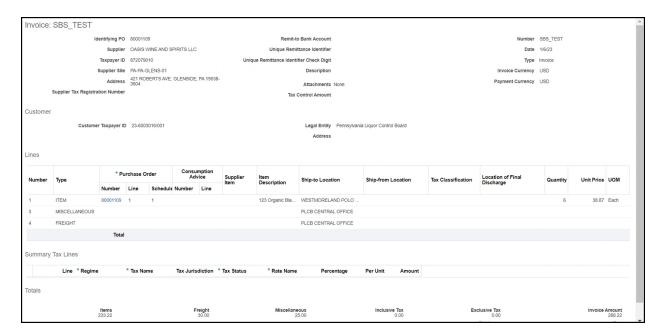




14. Click **Printable Page** to view the print version of the invoice.



A New Invoice Window will appear.







Cancel a Licensee Special Order

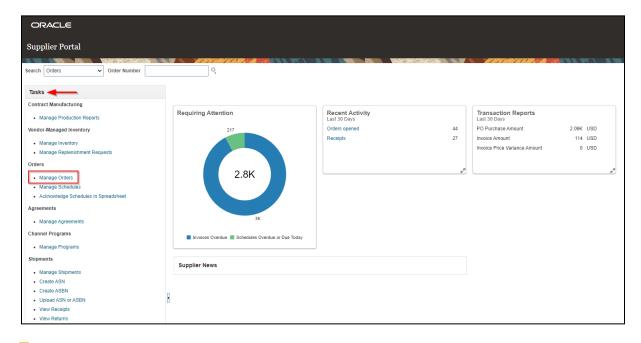
Partial order fulfillment is not allowed for licensee Special Orders. Suppliers must cancel the order (drop ship PO) if they cannot fulfill the order in full.

Link to eLearning Video: Supplier - Cancel a Licensee Special Order

- 1. Navigate to the Welcome Springboard.
- 2. Click the Supplier Portal Tab, then click the Supplier Portal Tile.



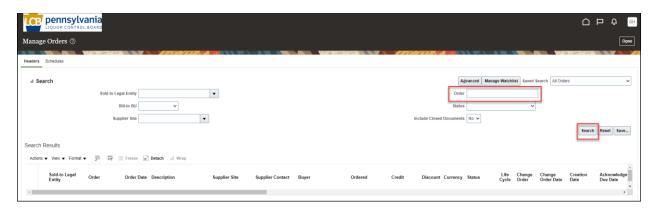
3. Click **Manage Orders** from the <u>Tasks List</u>.



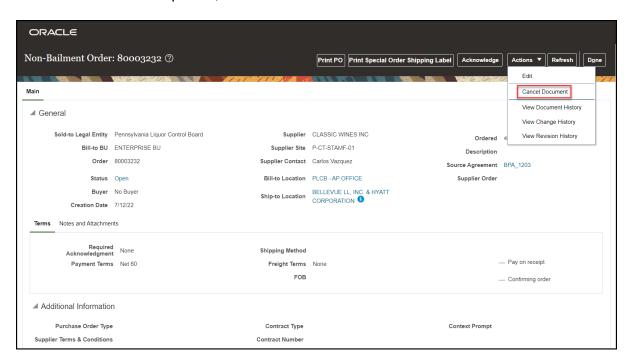




4. Enter [PO number] in the Order. Click Search.



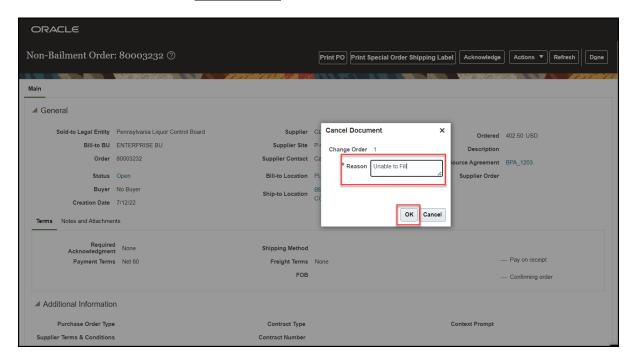
5. Click the Actions dropdown, then select Cancel Document.







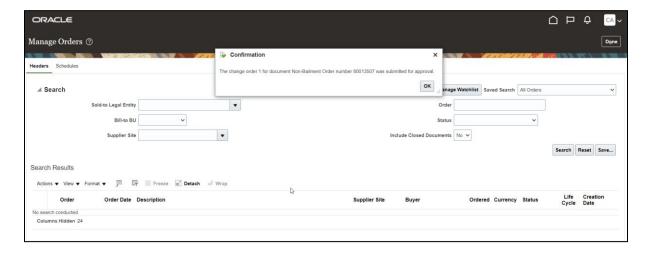
6. Enter comments under Reason Field, then click OK.



Note: Fields marked with a single asterisk (*) are mandatory fields, therefore must be entered.

A confirmation message will display.

7. Click OK.



Note: Cancellation requests are automatically approved.